[Your Letterhead]

[Date]

The Honorable [Senator]

United States Senate

[Senator’s Address]

Dear Senator [Senator’s Last Name],

I write today to ask that you support Rep. Norma Torres (D-CA), Rep. Brian Fitzpatrick (R-PA), and others in Congress by cosponsoring the 911 SAVES Act. This bill would direct the Office of Management and Budget to reclassify public safety telecommunicators (9-1-1 call takers and dispatchers) as “Protective Service Occupations,” instead of their current classification, “Office and Administrative Support Occupations.”[[1]](#footnote-1)

[Your story here. Things to touch on:

(1) Your PSAP’s connection to the State, e.g. “*[My PSAP] serves* x*, which covers over* xxx *residents and visitors*,”

(2) A brief overview of your PSAP, e.g. “*[My PSAP] employs x dispatchers.*”

(3) the nature of the work your TCs and dispatchers perform, e.g. “*Telecommunicators here use Emergency Medical Dispatch to help 9-1-1 callers administer Epinephrine …*” any data points or anecdotes to highlight the unique and challenging nature of the work]

The 9-1-1 telecommunicators and dispatchers in our community are critically important public safety personnel. On any given day, they may provide emergency medical instruction, deal with suicidal persons, analyze background noises and a caller’s voice to assess a situation, or coordinate the dispatch and safe arrival of police, fire, and EMS personnel.

However, the U.S. Bureau of Labor Statistics still classifies public safety telecommunicators as "Office and Administrative Support Occupations" in its Standard Occupational Classification (SOC) System — alongside secretaries, office clerks, and taxi dispatchers. This is an outdated, misinformed view of the work performed by 9-1-1 professionals, and must be changed.

To fix this problem, Rep. Norma Torres, along with Reps. Brian Fitzpatrick, Ro Khanna, Mark Meadows, Donna Shalala, Grace Napolitano, Pete Stauber, and Susan Wild,[[2]](#footnote-2) have introduced legislation to reclassify public safety telecommunicators as "Protective Service Occupations," alongside a broad range of other protective occupations, such as lifeguards, fish and game wardens, parking enforcement workers, firefighters, and playground monitors. This small change — which costs nothing — would realign the SOC with the actual nature of 9-1-1 work and give telecommunicators and dispatchers the recognition they deserve. It also could lead to better research and action on workforce issues related to 9-1-1.

As a resident of your state, I'm writing to request your support of the 911 SAVES Act. It has broad support throughout the 9-1-1 community, including the endorsement of NENA: The 9-1-1 Association. Put simply, the 911 SAVES Act is good governance and much-deserved recognition for the estimated 100,000 public safety telecommunicators in our country.

The bill currently lacks a companion Senate version, but its House sponsors — and the 9-1-1 community — would welcome collaboration and cosponsorship on the Senate side. For more information, please contact Justin.Vogt@mail.house.gov in Rep. Torres' office or Joseph.Knowles@mail.house.gov in Rep. Fitzpatrick's office.

Please let us know if we may ever be of assistance to you in the future.

Sincerely,

[Your Name]

[Your Role]

[Your Organization]

[Your Address]

1. Public Safety Telecommunicators (also referred to as Police, Fire, and Ambulance Dispatchers) are Occupation 43-5031, currently classified under Major Occupation Category 43-0000, “Office and Administrative Support Occupations.” “Protective Service Occupations” is Major Occupation Category 33-0000. U.S. Bureau of Labor Statistics, 2018 Standard Occupational Classification System,[https://www.bls.gov/soc/2018/major\_groups.htm#](https://www.bls.gov/soc/2018/major_groups.htm). [↑](#footnote-ref-1)
2. Current as of March 5, 2019. [↑](#footnote-ref-2)